

## Maybank borrowers may opt in for moratorium from today

As part of the continuous efforts to support customers affected by the ongoing movement restrictions, and in line with the recently announced PEMULIH package by the government, Maybank is offering convenient channels for customers to opt in for the 6-month moratorium.

In addition to the moratorium, the Bank is also offering an additional Repayment Assistance (RA) option of a 50% reduction in monthly instalments for 6 months for customers who prefer to have this alternative.

The moratorium/ RA plan is available for customers to request effective today, 7 July 2021.

In the interest of their safety and convenience, Maybank customers may request for the moratorium/RA in the following ways:

- Via the Maybank2u Covid-19 Repayment Assistance page at [www.maybank2u.com.my/covid19](http://www.maybank2u.com.my/covid19). Customers may click on the “Send email” button (for Individual/SME customers) and complete the information required before sending the email.
- Request online via Maybank2u (available from 20 July 2021)

The moratorium on the monthly installment/RA plan covers all loans/financing (excluding credit cards) and is applicable for the following customers:

- a. All individuals (including all B40, M40 and T20 borrowers/customers);
- b. All microenterprises; and
- c. All small and medium enterprises (SMEs) that have been affected by the COVID-19 pandemic.

For credit card facilities (excluding charge cards), Maybank will offer to convert the outstanding balances into a three-year term loan with reduced interest rates so that borrowers can better manage their financial obligations during this challenging time.

The moratorium/RA plan is applicable for loans or financing approved on or before 30 June 2021 and which are not overdue for more than 90 days on the date the request is submitted to the bank. Approval will be given automatically to all customers in the above categories and Maybank has designed the process to be hassle-free with no supporting documentation requested upfront for approval purposes.

Maybank wishes to assure borrowers opting in for the moratorium/RA that their Central Credit Reference Information System (CCRIS) records will remain unaffected and they do not have to worry about the impact on their credit profile.

Customers are also reminded once again to be wary of scammers and only opt in for this moratorium/RA through official bank channels. Borrowers are also advised not to deal with any third parties claiming to be agents or representatives of the Bank on matters relating to this new moratorium/RA as Maybank does not appoint or engage third parties or agents for purposes of the moratorium/RA.

In addition to the abovementioned channels to request for the moratorium/RA, customers who need to discuss with their branch officer/relationship manager may also visit their nearest branch, SME Centre, or Auto Finance Centre (whichever is relevant). However, the Bank wishes to remind customers that these offices are currently operating by appointment only until further notice, while some may be closed owing to the current pandemic situation. Customers who need to make an appointment may do so online via Maybank EzyQ on the MAE app and Maybank2u web at [www.maybank2u.com.my/ezyq](http://www.maybank2u.com.my/ezyq) up to 15 business days ahead of their intended date.

Customers who wish to find out more about Maybank's moratorium/RA plans in line with the PEMULIH package may visit [www.maybank2u.com.my/covid19](http://www.maybank2u.com.my/covid19) or call the Maybank Customer Care Hotline: 1-300-88-6688 (Malaysia) or 03-78443696 (overseas) and press \*1 for "Repayment Assistance".

\*\*\*\*\*